

13. BASIC FUNCTION OF POSITION

Incumbent provides receptionist and telephone operator services to all agencies within the Embassy and some of its annex locations. Receives and routes incoming calls to the requested or appropriate individual or office. Serves as translator/intermediary for Embassy personnel requiring assistance or service from Andinatel or local vendors. Provides translation to non-English speaking callers. Assists U.S. citizens or callers with basic Consular inquiries or forwards calls to appropriate personnel for assistance Channels walk-ins to the appropriate individual or Embassy office. Assist with translations between visitors and the local security staff or Marine Security Guard, as needed. Clerical and administrative functions (updating phone directory, telephone bill reports, etc.)

14. MAJOR DUTIES AND RESPONSIBILITIES

% of TIME

Switchboard Duties:

65%

Receives and Routes Incoming Calls (50%)

Responsible for assisting U.S. citizens' (internal and external) and Ecuadorian citizens' and government officials' calls by ensuring they are directed to the requested or appropriate individual or office. As the de facto (initial) representative of the United States government, must exude confidence and professionalism in difficult situations, where callers become rude, abrasive and/or abusive. The operators are also required to handle emergency situations that could arise due their responsibility of being the primary point of contact for all callers. Some examples of emergency calls could be American citizens calling, because they were robbed, a mission employee's family member could be calling for a personal emergency, or even a phoned in bomb threat. Must exercise responsible judgment when handling emergency calls. Also serves as the primary alternate/backup switchboard operator for absence/vacation, breaks, and lunch of associate operator/receptionist.

Basic Consular Inquiry Calls (10%)

Assists U.S. citizens or callers with calls on general Consular issues or directs them to appropriate Consular personnel for assistance. This requires the employee to identify frequently asked questions by callers on a broad array of Consular issues, such as visa and U.S. citizen concerns, and then to work closely with the consular section staff to create a fact sheet to address these questions. Consular information is a very sensitive issue with the public and an important concern for the Mission and cannot be handled irresponsibly.

Serves as Translator and Intermediary Calls (5%)

Aids Embassy personnel requiring assistance or service from Andinatel or local vendors. Provides translation to non-English speaking callers when attempting to contact non-Spanish speaking Mission personnel.

Receptionist Duties:

35%

Administrative and Customer Service Functions (20%)

Must make thorough and conscientious decisions when conducting customer services. There is a wide range of customer services (outside of telephone call assistance) that the operators are responsible for and are their administrative responsibility

Visitor Assistance Calls (10%)

Receive, screen, and channel walk-ins to or contacts the appropriate individual or Embassy office and keep log of visitors. They are the embassy's first point of contact and our initial image of the U.S. They also serve as translator and intermediary with translations between visitors and the local security staff or Marine Security Guard, as needed.

Additional Administrative and Customer Service Functions (5%)

Serve as primary alternate/backup and assist unclassified pouch and mail section in delivery of interoffice.

15. DESIRED QUALIFICATIONS

- a. **Education:** Secondary school completion, high school diploma is required.
- b. **Prior Work Experience:** One to two years of customer service and / or clerical/reception experience is required.
- c. **Post Entry Training:** On the Job training as required, one to two weeks.
- d. **Language Proficiency:** Level IV (Good working knowledge) English and Spanish, listening oral/written is required.
- e. **Knowledge:** Knowledge of the Embassy sections and/or its associated agencies.
- f. **Skills and Abilities:** Considerable tact, skill and diplomacy are required in dealing with the public. Must have basic computers skills are required (Outlook, word, excel, internet). Facility finding internet-based information a necessity.

16. POSITION ELEMENTS

- a. **Supervision Received:** Direct supervision received from the Telecommunication Specialist. Indirect supervision by the Information Programs Officer (IPO).
- b. **Supervision Exercised:** none
- c. **Available Guidelines:** Mission telephone directory and organizational chart. Telephone Unit's and Operator Console Operational Manuals.
- d. **Exercise of Judgment:** Must exercise responsible judgment and consoling manner when handling all callers, external and internal. As the de facto (initial) representative of the United States government, must exude confidence and

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Position Name: Telephone Operator/Receptionist
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professionalism in difficult situations, where callers become rude, abrasive a/o abusive. When dealing with customer services, must be able to make thorough and conscientious decisions when taking action on pertinent requests.

- e. **Authority to Make Commitments:** None
- f. **Nature, Level, and Purpose of Contacts:** Internal points of contacts for Mission sections and agencies for directing visitors. As directed by the supervisor, maintain contacts with Andinatel to assist the Mission with telephone maintenances, installations and billing problems.
- g. **Time to Perform Full Range of Duties after entry into the Position:** three weeks